



**District of Columbia Courts
Procurement and Contracts Branch**

**REQUEST FOR INFORMATION (RFI) No.
DCSC-17-RFI-0047
INTEGRATED CASE MANAGEMENT
SYSTEM**

Date Issued: May 5, 2017

Closing Date

& Time: June 6, 2017, no later than 2:00 P.M.

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1.0 Introduction

The District of Columbia Courts (DCC), a unified multi jurisdictional judicial system, is seeking information for its District of Columbia Superior Court (DCSC) from manufacturers/developers (hereafter “vendors”) for a full feature state-of-the-art Integrated Court Case Management Systems (CMS) for the DCSC. The CMS will be utilized for all case types in the DCSC.

This is only a Request for Information (RFI) issued solely for information, planning purposes, and market research. By issuing this RFI, the DCC does not express an intent, commitment, or promise to purchase a CMS from respondents nor to issue a Request for Proposals (RFP) in the future to procure a CMS for such purposes. Responses to this RFI will not be considered by the DCC as offers to enter a contract.

Vendors that respond to this RFI are expected to provide information including, but not limited to, the technology and software options they offer for a CMS.

2.0 Terms and Conditions

1. The DCC will not become obligated as the result of this RFI.
2. Information submitted in response to this RFI will become the property of the DCC.
3. Confidential information must be marked as follow:
 - a) Vendors who include in their RFI data that they do not want disclosed to the public or used by the DCC except for use in the procurement process shall mark the title page of the RFI documents with the following legend: **“This RFI includes data that shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process”**.
 - b) The specific information within the RFI which the vendor is making subject to the restriction announced on the title page must be noted on the individual pages which contain it. The vendor shall mark each page containing confidential information or data it wishes to restrict with the following text: **“Use or disclosure of data contained on this page is subject to the restriction on title page of this proposal”**.

Note that the DCC shall have the right to duplicate, use, or disclose the data to the extent consistent with the DCC’s internal needs in the procurement process. The DCC may, without permission of the vendor, use without restriction, information contained in this RFI package if it is obtained from another source.

4. The DCC will not be liable for the intentional or unintentional release of any confidential information intermingled whether or not it is labeled as confidential.
5. The DCC will not pay for any information herein requested nor is it liable for any costs incurred by the vendor.

6. Vendors may be invited to provide a demonstration of their CMS software. If required, demonstrations will be scheduled at a specified time and place. Please indicate your ability to fulfill this requirement if requested.
7. Provide general cost estimates, including your general pricing structure with a breakdown of normal initial costs, contractual hourly rates, and optional service/maintenance costs. The figures provided by the vendor are good-faith estimates although not contractually binding, should be realistically formulated.

3.0 Purpose and Objectives of the RFI

The purpose of this RFI is to assess the current Court case management systems existing in the market place that will best fit the existing and future needs of the DCC, specifically the DCSC.

This RFI is issued solely for information and planning purposes and does NOT constitute a solicitation. Responses to this RFI are not offers and cannot be accepted by the Government in forming a binding contract. The Government will not reimburse companies for any costs associated with the preparation and submission of RFI responses.

The DCC is committed to efficient and effective use of its financial, technology and staff resources. The DCC is in the process of examining the feasibility of a new CMS that will provide the following capabilities and functionalities:

- Improvement of services to the constituency of the District of Columbia and the general public.
- Provide web access services including case search and online payments to attorneys, litigants, and the general public that is in compliance with American Disability Act (ADA) Section 508.
- Enable electronic cases filing for attorneys and self-represented litigants.
- Provide case document processing by rapid configuring workflows if needed.
- Increase the efficiency of Court staff and judiciary.
- Provide an accurate real time record of case events.
- Improve the management of court cases in judicial chambers, clerk's office, and courtrooms.
- Provide electronic signature for court orders and other documents.
- Improve the ability to rapidly develop application-to-application interfaces to share real time information with our local and federal agency partners.
- Provide non-cash payment capability that is in compliance with Payment Card Industry (PCI).

4.0 Information on the District of Columbia Courts

The DCC, the judicial branch of the District of Columbia government, is comprised of the Court of Appeals (DCCA), the highest court of the District; the Superior Court of the District of Columbia (DCSC), a trial court with general jurisdiction over the majority of local legal matters; and the Court System, which provides administrative support functions to both Courts. Its mission is to protect rights and liberties, uphold and interpret the law, and resolve disputes peacefully, fairly and effectively in the nation's capital.

The DCC's mission and its operations rely heavily on information technology (IT), and the organization's dependence on IT will continue into the future. There are approximately 1,200 end users that access the case management system. This includes other criminal justice agency partners that access a subset of the data in the CMS.

A. Technical Environment

The following table provides an overview of the DCC's enterprise level technical environment. Please note this overview is not an exhaustive list, as standalone spreadsheets and databases also exist at the division/operational level.

DCC's Technical Environment	
Server/Storage Platforms	HP blade servers, NetApp storage (NAS and SAN)
End User Platforms	Dell Workstations, peripherals, VDIs
Ticketing System	Cherwell, Bomgar
Cloud Platform	Microsoft Azure FedRAMP Government
Operating Systems	Server – Windows 2016 Standard and Data Center Edition Client – Windows 10
Networks	TCP/IP, CISCO routers and switches
Internet Browsers/Version	Explorer 11; Chrome 57; Firefox 52
Authentication	Active Directory Federation Services
Development Environment	J2EE, Oracle Apex
Databases	Oracle 12c, MS-SQL 2008, 2012
Data Warehousing and Business Intelligence	Oracle OBIEE 11g, 12c, Oracle ODI 12c
Application Server	Oracle SOA 12c, Oracle Web Logic
Applications will interface with CMS	Court Interpreters Services (Oracle APEX), CourtSmart (SQL Server), , Juror Management System (SQL Server), Abila MIP (SQL Server), WEB Voucher System (Oracle DB), Office2016, Office 365
Security	Network Access control, CISCO Next Generation Firewall;

The main DCC campus is comprised of 6 separate buildings that are connected by 1GB fiber optic. In addition to these buildings there are 7 satellite field units located throughout the city that are connected to the DCC's local area network (LAN) via 100MB TLS. WIFI capability is offered in all locations throughout the campus buildings.

The majority of DCC statistical and operational reporting requirements are satisfied through the DCC's Business Intelligence (BI) capability. The objective of the DCC BI effort is to provide judicial officers, division directors and senior management with performance measures and caseload measures, ad-hoc reporting, dashboards, KPI's, monthly / yearly trends and scorecards using enterprise data warehouse and reporting tools. The BI system utilizes extract, load and transform (ELT) to transfer data from source databases such as CourtView and loads data into a staging environment, after which it is transformed into dimensions and facts in the warehouse for end user analysis.

5.0 Statistical Summary of Case Filings

The following link will provide a statistical summary of case filings in addition to other pertinent information that provide a more accurate demographic of the DCC case processing volume.

http://www.dccourts.gov/internet/documents/2016-Statistical-Summary_v2.pdf

Additional relevant information on the DCC can be accessed by the following link.

www.dccourts.gov

6.0 Products and Services of Interest

This RFI includes the following applications and services:

- A comprehensive Court Case Management System (CMS) with robust process workflow rules engine.
- An Enterprise Document Management System that allow rapid configuration of workflow that integrates seamlessly with the CMS product offered.
- E-Filing including batch and the ability to interface with the various current e-filing vendors, if one is not included in the CMS. Please list and provide examples to this request.
- Fully Customizable/Maintainable User Screens.
- User authentication module is capable of Active Directory authentication (SSO)
- Electronic and digital signature capability to be utilized on official DCC documents (on and off bench).
- The capability to accept on-line payments interfaces and that automatically updates and reconciles with the CMS.
- On-line docket and warrant listing and searching to include documents for certain case types, docket types, and/or document types that comply with ADA Section 508.
- Document auto redaction including optical character recognition capabilities.
- Credit card payment capability both onsite and online that complies with PCI requirements.
- Auditing capability to track case updates and views by users.

- Exposed application program interface (API) for data exchange to and from federal, and local government agencies as well as internal DCC applications.
- Dashboard type interface for judges to manage case inventories and assigned cases.
- Electronic evidence tracking and management.
- Mobile applications for case and warrant searching and listing.

7.0 Information Requested from Vendors

In addition to the information concerning CMS products and capabilities we would also request information concerning the following:

- Provide an estimate of the average number of years your software will be supported before requiring a system replacement and if the replacement/upgraded system will be covered under the annual maintenance & support licensing fees.
- Provide details on all system software warranties including any new system upgrades, enhancements or modifications to the CMS.
- Provide your company's financial condition to show the financial viability of the company (Dun & Bradstreet).

8.0 Functionality of CMS Products

The primary focus of this RFI is to determine the capabilities and services of vendors and the functionality of their CMS and related products. Appendix A contains a list of capabilities and functionality that the DCC is interested in their search for a new CMS. Please address the items listed in Appendix A. Please identify how the CMS or related products will handle the identified functions.

9.0 General Cost Estimates

The vendor shall provide an estimate of costs associated with their CMS product(s), including product licensing, consulting, and other services require to purchase, configure, implement, and maintain their CMS. These estimated costs should include software modifications, 3rd party interfaces, custom programming, upgrades, and all related costs including hardware, support, maintenance, and training, etc. needed to implement their solution. The vendor should take into account the need to have personnel on site during the implementation of the CMS.

These cost estimates may be included in a confidential document along with any other confidential or proprietary information submitted for consideration. The vendor will not be held to any cost estimates provided in response to this RFI. These estimates will only be used to support the DCC's budget proposal to the Congress of the United States.

10.00 Explanation to Prospective Vendors

Any prospective vendor desiring an explanation or interpretation of this RFI must request it by **email** to Maribel Torres, Senior Contract Specialist, at maribel.torres@dcsc.gov no later than 2:00 P.M. on May 12, 2017.

11.0 RFI Submission and Identification

Each vendor shall submit an electronic PDF file format via email to Maribel Torres at maribel.torres@dcsc.gov **AND** one (1) original and three (3) copies of their response in a sealed package to the address listed in section 12.0 2b). The vendor shall conspicuously mark on the outside of the RFI response package the name and address of the vendor and the following:

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12.0 Deadline for Request for Information

1.RFI Due Date and Time: **June 6, 2017 no later than 2:00 P.M**

2.Responses to RFI:

- a) Vendors must submit copy of their response PDF file format via email to Maribel Torres at maribel.torres@dcsc.gov; **AND**,
- b) Vendors must submit their response (1 original and 3 copies) either by mail or hand delivery/courier services to the following address:

Vendors submitting their response by mail must mail their response to the following address:

District of Columbia Courts
Administrative Services Division
Procurement and Contracts Branch
Attn: Maribel Torres, Senior Contract Specialist
616 H Street, N.W., Suite 612
Washington, DC 20001
maribel.torres@dcsc.gov

Vendors submitting their response by hand delivery/courier services must mail their response to the following address:

District of Columbia Courts
Administrative Services Division
Procurement and Contracts Branch
Attn: Maribel Torres, Senior Contract Specialist
701 7th Street, N.W., Suite 612
Washington, DC 20001

Appendix A

Please adhere to the following guideline structure when providing the information requested. Proprietary information if necessary must be provided in a separate document.

1.0 Overview of Company

- a) Company history
- b) Corporate capability statement that highlights the company's organizational and functional overview
- c) Products currently offered or deployed pertaining to this RFI. Please list all existing court clients where your CMS is installed and operational. It is important to list courts of a similar size, complexity and case volume as DCC.
- d) Staffing demographic of your current technical staff that support your CMS. This should include help desk staff, technical staff resources and instructional staffing for training.
- e) Strategies for emergent and future technologies

2.0 Business Model

- a) Licensing costs and terms
- b) Support/maintenance
- c) Help desk/issue resolution
- d) Product enhancement/upgrade planning
- e) Product modification, customization, and configuration
- f) Release scheduling and deployment

3.0 Technical Environment

- a) Software development tools/environment (e.g., JAVA, .Net, APEX)
- b) Database(s) supported (e.g., Oracle, MSSQL)
- c) Data model
- d) Architecture (e.g., client/server, N-tier, open/closed, cloud hosting)
- e) Standards compliance (e.g., NIEM, SOAP, ECF)
- f) Information exchange tools/methods (e.g., APIs, broker, ESB)
- g) Reporting tools
- h) Software configuration management (e.g., error tracking tool, method of release)
- i) ADA Section 508 Amendment compliance stature
- j) PCI compliance (credit card and eCommerce capability)
- k) Optimization for CITRIX
- l) Mobile application compatibility

4.0 Hardware Specifications

(Please detail the hardware and system configurations requirements to successfully implement the proposed)

- a) Server details (processor, memory)
- b) Operating system
- c) Network environment
- d) Virtual environment, redundancy, disaster recovery
- e) Disk usage, storage requirements
- f) Workstation requirements (must support VDI environment)
- g) Printer compatibility
- h) Possible configuration options
- i) Responsibility for hardware and system software maintenance

5.0 Process Methodology/Practices

- a) Contract to delivery
 - i) Analysis of Needs/Fit/Suitability
 - ii) Identification of gaps/modifications
 - iii) Design and development of customizations
 - iv) Data conversion/current CMS code migration
 - v) Support for configuration
 - vi) Testing and deployment
 - vii) Onsite “Go Live” Assistance
- b) Delivery to Maintenance
 - i) Help desk
 - ii) Client environment replication
 - iii) Support for custom coding
 - iv) Assistance with new releases
 - v) User groups/other Input
- c) Governance Stature/System Certification and Accreditation Framework
 - i) For example: iTIL (Cherwell), CMMI, PMP, NIST, FISMA, ISO, Six Sigma

6.0 Implementation Methodology

- a) What are the Project Management functions and responsibilities of the Implementation process?
 - i) Detail project consulting information
 - ii) Agile, Waterfall
 - iii) Project Management Professional certification
- b) What training, instructional requirements and information is part of this implementation?

Please detail the following areas:

 - i) Training methodology
 - ii) Training options
 - iii) Training requirements

- iv) Syllabus information
- c) What data migration processes are recommended for an implementation?
Please detail the following areas:
 - i) Migration methods
 - ii) Data validation
 - iii) Archiving of data
- d) What timelines are recommended?
 - i) Provide a sample implementation Gantt Chart if deemed necessary
- e) What do you see as the client's responsibilities? Clarify
 - i) What is the DCC responsible for during implementation?
 - ii) What services does the Vendor recommend supplying?

7.0 Support

- a) What are support options for your product? Please detail the following:
 - i) Built-in system help function. Online interactive live chat support
 - ii) Toll-free support number
 - iii) Client maintained/staffed support desk and times of operational availability. (e.g. 24/7?)
 - iv) Online ticketing system and searchable knowledge base
 - v) Other options available
- b) What are the vendor's support goals? Please detail the following areas:
 - i) Response times and resolution times to the following incident levels
 - (1) Emergency
 - (2) Critical
 - (3) Standard help call
 - (4) Other options
- c) What is recommended for problem escalation procedures?
 - i) How are incidents tracked and handled?
 - ii) What tools do the Vendor Support Staff use?
- d) What are the timelines and procedures for system enhancements/updates, etc.?
 - i) How are updates managed?
 - ii) How often are updates released?
 - iii) What is the typical downtime during an update?
 - iv) How will the software system be updated to accommodate legal changes and minimize the impact on case processing?
 - v) How are enhancements/new feature requests implemented?
 - vi) What is the process for a software patch or release implementation? If it is not successful, can it be backed out to the previous version?

8.0 High-Level Automation Capabilities

- a) Application/Workflow Configurability
 - i) Set up/design custom screens/user interface
 - ii) Define role security/data access
 - iii) Set up process-based workflow (including business rule triggers)
 - iv) Set up ticklers/alerts/notifications

- v) Set up data validations (for data entry)
 - vi) Set up document generation/batching
 - vii) Set up dashboard (appropriate to role)
 - viii) Custom database elements
- b) Identity Management
 - i) Robust search tools to identify possible matches
 - ii) Tools to identify possible duplicate identities
 - iii) Functions to merge and unmerge identities
 - iv) Functions to capture history of merged identities
 - v) Functions to link and unlink persons, cases
 - vi) Comprehensive, formal business rules to govern how these utilities are used
- c) Financial Management
 - i) Receipting
 - ii) Accounting
 - iii) Reconciliation
- d) Technical Infrastructure
 - i) Infrastructure provides adequate response time and minimizes down time
 - ii) Infrastructure accommodates archiving of data and documents based on defined rules
- e) System Security
 - i) User authentication (integration with Active Directory, single-sign-on)
 - ii) Security and integrity of the case processing system, its data and documents during normal operations and after a system failure or outage
 - iii) Configure and designate confidential data, documents, fields, cases
 - iv) Redaction capabilities
 - v) Audit trails provided (individual ID level)
 - vi) Encryption (tables, fields, PII, at rest, in transit)
 - vii) Hashing
- f) CMS Database Structure
 - i) The case management system should provide both person-centric and case-centric views. A person-centric view, for example, should show all financial obligations and scheduled events for a person, across all court case types and courts under DCC (eg. Family Court).
 - ii) All database elements should be date and time-stamped to allow re-creation of statistical /financial reports for any point in time.

9.0 Case Management

- a) Case initiation
- b) Real-time operations
 - i) At the counter: speed of entry, navigation, search capabilities, availability of information, documents after entry
 - ii) In the Courtroom: speed of entry, navigation, search and find capabilities

- c) Docketing/Events
 - i) System docketing rules.
 - ii) System capabilities to automatically create entries in the register of actions, or docket.
 - iii) Sealed Dockets
- d) Scheduling of events (ticklers, alerts, prompts, notifications)
 - i) Manual scheduling
 - ii) Auto scheduling based on pre-defined event blocks
- e) Calendaring
- f) Forms and document creation
 - i) Form field population (any field available as token for forms)
 - ii) Insert/update database from information captured in forms
- g) Party management
 - i) Party address verification (integration with U.S. Postal Service)

10.0 Utility Functions

- a) Ability to search, find, and replace: Enter search criteria
- b) Ability to perform mass case update: “Select All” or some from list to perform action
- c) Ability to collapse person records: Combine two or more person records into a single record that are found to be the same person and undo if erroneous.
- d) Ability to collapse organization cases: Combine two or more organization records into a single record that are found to be the same organization (branch of bank, other location of insurance company)
- e) Ability to consolidate cases: Multiple cases for one person to treat as one case for court actions
- f) Ability to associate cases: Link different type cases or different defendants to treat as one case for court actions
- g) Ability to associate persons and relationships: Family relationships, gang memberships, etc.
- h) Ability to assign cases to department, judge, and to consider case load, weight of case types and participant history
- i) Ability to handle appointed counsel assignment: Consider assignment of PD to courtroom, or equal assignment if private appointed counsel
- j) Spell check and grammar check capability
- k) Ability to replace judge assignment for calendar without requiring transfer of individual cases
- l) Clear designation of active and inactive codes across all code tables
- m) Pre-defined user security levels
- n) Automated population of annual federal and D.C. holiday schedule

11.0 Specialized Processing

- a) Treatment Court Case Management (e.g., Drug, Mental Health, Domestic Violence)
- b) Child Welfare (Dependency – Neglect/Abuse, Federal requirements, 1 judge 1 family)
- c) Court performance measures
- d) Judicial access, management of cases (dashboard type interface)
- e) Define deferential case management tracks
- f) Court reporters management
- g) Juvenile probation management and oversight
- h) Mediation Activities including Management of Mediator Personnel
- i) Service Monitoring and Tracking
- j) Translation service

12.0 Expanded Capabilities

- a) Integration
 - i) Document management systems (e.g. Hyland – OnBase)
 - ii) E-filing systems, e-citations (FileServeXpress – FSX)
 - iii) Inter-Agency Exchanges with justice partners (local, state, and Federal)
 - iv) Interface with third party vendors (collection vendors, PayPal, etc.)
 - v) E-Payments (e.g., credit/debit cards, ACH)
- b) Public Electronic Access to Records including document images
 - i) Public Access to Public Information, including Redaction
 - ii) Specialized Levels of Public Access
- c) Electronic Filing
 - i) Current and Planned
 - ii) Business Model (commercial, local, fees, customers, etc.)
 - iii) Case Initiation and Subsequent Filing Support
 - iv) Electronic and/or digital signatures
 - v) Connectivity and Connections – User interfaces, Payment handling, Notices, CMS Integration
 - vi) eService integration with case parties
- d) Self-Represented Litigants
 - i) Current and Planned
 - ii) Access to Records
 - iii) Access to Tools (guidance, forms, filing)
 - iv) Connectivity and Connections – User interfaces, Payment handling, Notices, CMS Integration
- e) Secure Configurable Portals
 - i) Public and Private/Sensitive Access
 - ii) Encrypted Credentials
 - iii) Customized Screens
 - iv) Mediators, attorneys, GALs
 - v) User-based credential management

13.0 Case Initiation and Indexing

- a) Pre-case processes (warrant, bail, shell case)
- b) Paper submission processing (filing, scanning, etc.)
- c) Electronic receipt of case documents and data
 - i) E-filing integration with CMS and DMS
 - ii) Batch filing interface
 - iii) Web-based applications/portals
- d) Acknowledgement or rejection of filings
- e) Case identifiers
- f) Parties and participants in cases
 - i) Party relationships with individuals, agencies, organizations, etc.
 - ii) Party identification, demographic, and contact information
 - iii) Legal status of party (detention, probation, pretrial release, outstanding warrant, etc.)
 - iv) Linking and unlinking identities
- g) Case transfers
- h) Case relationships with other cases
- i) Consolidation and severance
- j) Assigning judges and other participants
- k) Changing judge and other participant assignments
- l) Attorney entry and withdrawal
- m) Case categorization (case type, subtype)
- n) Charges, allegations, cause of action
- o) Case status
- p) Case management track
- q) Party status
- r) Searching for cases and parties
- s) Case information display
- t) Multiple case entries from a single action
- u) Reopening closed cases
- v) Expunged case status

14.0 Ticklers, Alerts, Prompts, Notifications

- a) Automatically create ticklers, alerts, prompts, and notifications based on business rules
- b) Modify or satisfy ticklers, alerts, prompts, and notifications based on business
- c) Manually create and maintain ticklers, alerts, prompts, and notifications
- d) Automatically close outstanding ticklers, alerts, prompts, and notifications as a result of case disposition

15.0 Docketing

- a) Scan/consume paper filings
- b) Electronic submissions
 - i) E-filing integration with and DMS
 - ii) Tagged data (Web-based forms, “smart” documents)
- c) Service/returns
- d) Court events
 - i) Court minutes (summary of proceedings)
- e) Court orders and other court-generated documents
- f) Multiple docket entries from single action
- g) Automatic docket entries from other CMS functions
- h) Link docket entries associated with a common motion, event, or other activity
- i) Full text search capability

16.0 Calendaring and Scheduling

- a) Create and maintain calendar sessions and block scheduling
 - i) Associate calendar sessions with case types and subtypes
 - ii) Associate calendar sessions with types of proceedings
 - iii) Maintain business rules for adding cases to sessions
- b) Relate judges and staff to courtrooms, case categories, case management tracks, and other resources
- c) Move or reschedule sessions and cases with single action
- d) Maintain or consult schedules of certain case participants
- d) Auto scheduling
- e) Time standards
- f) Schedule related cases as if a single case
- g) Waiting list, trailing cases, cases ready for trial
- h) Case assignments
- i) Rules-based configurable scheduling conflict management (judges, attorneys, interpreters, reporters, courtroom staff.)
- j) Delete session/judicial blocks with a single action instead of multiple steps
- k) Calendar notes
- k) Integration with Microsoft Outlook

17.0 Document Creation and Tracking

- a) Generate documents from CMS data and court templates (Forms Gen)
- b) Any field configured as “token” for use on forms or notices
- b) Distribute documents electronically and record service
- c) Issue warrants, subpoenas, writs, and other court documents
- d) User creation and maintenance of templates
- e) Signatures, stamps, and seals
- f) Save generated documents to docket electronically (e.g. notices, orders)

18.0 Events

- a) Case minutes
- b) Digital recording log of cases, events, and witness testimony
- c) Accept and log documents, exhibits, and evidence
- d) Judicial findings
- e) Orders
- f) Document production, creation, printing
- g) Approval
- h) Signature
- i) Document distribution (interfaces)

19.0 Bail

- a) Custody status and bail
- b) Bonds, third party bail posting, nonmonetary bonds
- c) Concurrent bail
- d) General bail management
- e) Reconciliation of bail escrow/trust accounts

20.0 Warrants

- a) Issuance
- b) Cancellation/recall
- c) Execution

21.0 Disposition

- a) Juries
- b) Judicial findings
- c) Pleas
- d) Sentencing
 - i) Fines, fees, costs, restitution
 - ii) Alternative sentencing, (pre and post disposition)
 - iii) Incarceration
 - iv) Supervision
 - v) Treatment
 - vi) Diversion
 - vii) Other conditions
- e) Judgments
 - i) Modifications
 - ii) Expiration and renewal
 - iii) Satisfaction
 - iv) Transcription and registration
- v) Post-judgment enforcement actions
- f) Case closure

22.0 Post Disposition Compliance and Execution

- a) Monitoring compliance with court orders
- b) Probation revocation

23.0 Receipting/Revenue

- a) Accept payments
- b) Accounts consolidating obligations from multiple cases
- c) Payment plans
 - i) Create first payment plan
 - ii) Add new payment plan or update first payment plan
- d) Account status
- e) Partial and installment payments
- f) Payment types
- g) Receipting
- h) Credit payments to cases
- i) Accept payments for cases in other locations, counties or courts (cross court receipting)
- j) Miscellaneous receipts (copies, certifications, other non-case related fees)
- k) Transfer funds between cases
- l) Create transaction lists for balancing cash drawers
- m) Revenue distribution
 - i) Automatic setup of revenue distribution for obligations
 - ii) Distribute revenue to accounts
 - iii) Consolidate revenue across courts
 - iv) Revenue reports (daily, weekly, monthly and yearly)
 - v) Disburse funds
- n) Adjusting entries (errors, non-sufficient funds payments)
- o) Record judgments and modification of judgment amounts paid through or monitored by court
- p) Compute arrearages and interest charges
- q) Outstanding funds notice generation

24.0 Accounting

- a) Maintain chart of accounts for one or multiple courts
- b) Create new accounts
- c) Monitor and manage multiple bank accounts
- d) Monitor and manage debit accounts
- e) Trust/Escrow account management (money held in court registry including cash bonds, disputed funds)
- f) Post interest accrued and service charges
- g) Manage insufficient fund payments
- h) Total and reconcile receipts across multiple cashiers/courts
- i) Create deposit documents
- j) Total and reconcile disbursements

- k) Reconcile bank accounts electronically
- l) Cash receipts journal
- m) List open accounts with amounts owed
- n) Write off accounts
- o) Maintain tables of standard fines, fees, and costs
- p) Trial balance
- q) Holds on accounts
- r) Escheatment
- s) General ledger, dedicated funds and fees, service charges
- t) Stale dated checks

25.0 Records Management

- a) File tracking
 - i) Mark restricted access file
 - ii) Lost files
 - iii) Labels
 - iv) File location and status
- b) Archiving and purging
 - i) Identify cases
 - ii) Purge electronic data and indexes
- c) Sealing and expungement/expunction
 - i) Identify cases
 - ii) Expunge charges, cases
 - iii) Seal cases
 - iv) Unseal cases
- d) Exhibits and electronic evidence tracking
 - i) Receipts
 - ii) Location and status
 - iii) Return
 - iv) Destruction
 - v) Public access availability
- e) Document management
 - i) Accept electronic documents and link to case
 - ii) Apply case security to electronic documents
 - iii) Display documents from register of actions
 - iv) Accept court-generated documents
 - v) Annotation
 - vi) Redaction
 - vii) Version control
 - viii) Automatic indexing (tagged documents)

26.0 Data Integrity

- a) Integrity
 - i) Audit trails
 - ii) Error correction, real time edits
 - iii) Error messages

27.0 Reporting

- a) Business intelligent, dashboard presentations
- b) ETL processing, data warehousing for reports
- c) Case inventory by pending event(s), by court, by judge
- d) User-configurable reports
- e) Merge into third party software (Word, Excel, PowerPoint, etc.)

28.0 System Documentation

- a. Customizable User Guide
- b) System Administration Manual
- c) System Application Guide
- d) Entity Relationship Diagram
- e) Data Dictionary
- f) Tool tips Field Help